

Operations Special Servicing & Implementation Specialist

Job Brief

At ClearPoint, you are given the opportunity to do meaningful work aligned to your strengths, in an environment where you have a voice and can collaborate with others and ultimately have the choice to create your own career path. This position will serve as a cross-functional team member within the Special Servicing Team providing recordkeeping and other special processing for key accounts, in addition to providing support for audits and other regulatory processes. The key focus of this role will be to complete high profile transaction processing accurately and timely to meet or exceed key customer expectations. A secondary focus of this role is to work closely with Ops leaders, project leads, and staff to ensure successful implementation of new customers, products and services. Based in our Batesville, Indiana office, you will work closely with members of the ClearPoint team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work closely with Operations Supervisors, assigned project managers, and staff to deliver new products or processes, including trust or data rollovers, enhanced service offerings and strategic projects
- Supports Operation's efforts associated with required audit functions
- Utilizes best practices for implementation optimization including the creation of SOP's, step-by-step guidelines or job aids to transfer knowledge through training and provide go-live support
- Acts as a liaison between internal process partners, trust administration, software engineers and operations teams in the articulation of requirements to ensure that processes are aligned, thorough, efficient, and free of major defects
- Works with ClearPoint leaders to provide recommendations and solutions throughout the implementation of projects that affect Operations
- Performs and supports system and process testing, documenting defects, collaborating with software engineers for defect resolution and contributes to final signoff in 'go, no-go' decisions
- Assists in the turnover process to Operations with SOP's, knowledge transfer, training and go-live support
- Works independently to complete assigned tasks on a timely basis with minimal errors
- Consistently carries the ClearPoint culture in contributing to company and Operation's mission

MINIMUM REQUIREMENTS

- Minimum of four-year college degree in business, education or other related fields, or similar work experience. Trust operations or other financial operations processing experience required
- General understanding of bank processes, project processes, training practices required
- Knowledge and demonstrated use of Microsoft Office products: Excel, Word, and PowerPoint
- Continuous improvement, deadline driven, and detail-oriented mindset
- Demonstrated resourcefulness, problem solving, and decision-making skills are required
- Strong emphasis on communication and collaboration
- Ability to take on additional responsibilities if needed